ITSAC Meeting Notes
January 18, 2018
1:30 – 3:00 PM

Attendees: Bill Bonner, Terry Boston, Christopher Coons, Jordyn Creighton, Erika Fleck, K.D. Joshi, Patrick Keopanapay, Wade Lafferty, Chris Meiers, Kurt Mueller, Greg Neunherz, Tony Opheim, Sasi Pillay, John Schneider, Jeffrey Snell, Michael Stamper
Guests: Dave Cillay, Stephen Locker, Wendy Steele, Clint Young, Lauren Wells
Locations: Pullman: ETRL 101; Everett: (TBD); Tri-Cities: CIC 125T; Vancouver: VMMC 102Q; Spokane: SAC 145A

Welcome/introductions
Sasi Pillay

IT Security
Sasi Pillay

- Sasi updated the group about Washington State House Bill 2249 regarding the breach that happened.
  - House Bill 2249-2017-18 (Protecting privacy and identity by setting data collection, storage, use, and disposal standards) is looking at tighter controls for the use of Social Security numbers.
    - The first draft bill Sasi reviewed was tight. They are working with a Chris Jones (WSU Budget Office and liaison to the legislature) on changes to this bill.
    - The bill asks that we use WSU IDs as identifiers instead of Social Security numbers. We are working on changes that would include exceptions.
    - The group will be posting as updates become available. Sasi would like to have the ability to longitudinally track individuals, and they are trying to create accommodations. Link to HB 2249: http://app.leg.wa.gov/billsummary?BillNumber=2249&Year=2017

WSU Videoconferencing
Dave Cillay, Sasi Pillay

- Dave Cillay presented. For the last year and half we have been looking at implementing technical and operational standards for videoconferencing for conference rooms and classrooms.
  - President Schulz charged Sasi and Dave with this task.
    - Currently in process of putting together a subcommittee to begin meeting weekly in February, with a wrap up at the end of March.
    - May is the target timeframe for providing information. Everything will come through ITSAC first, and this committee will help guide decisions and will fit into our IT governance.

- Invitations are out right now for committee members. The group will consist of a broad representation of practitioners (faculty) and technologists, with a 60/40 ratio favoring faculty.
    - ITSAC members can send Dave Cillay (dcillay@wsu.edu) an email with a list of potential members to recruit for this committee. The ideal committee will consist of 15 people, but it looks to be growing beyond that number.
- Jon Schneider asked if we are talking across the board, and Dave noted that the primary concern is academic.
    - Details regarding potential uses were discussed (through Blackboard, etc.) Sasi would like to find a way to support both types of groups, conferencing and academic.
    - Accessibility is a key component of ease of use, and we want to deliver technology as well as solutions.
        - Sasi updated the group that the vision is that there will only be one phone number to call to reach one service desk for all issues.
            - Dave noted that videoconferencing is not in this service desk, but is moving towards this.
            - Next meeting Sasi wants to discuss updates to service desks and what we are doing.
            - The architecture we are moving towards is scalable, and we will talk about it more at the next meeting.

Accessibility Technology
Dave Cillay, Wendy Steele, Stephen Locker, Sasi Pillay

- Dave and Wendy presented.
    - Wendy is the Online Accessibility Compliance Manager. Her position is to identify issues that are coming in from across all campuses, and to make sure we are compliant with state and federal law. Wendy works with the Technology Accessibility Taskforce to help develop policies and procedures and a plan to address issues, and help with outreach to train faculty and staff.
        - Sasi is the head of the Technology Accessibility Taskforce, and moving forward, Wendy will be more involved with ITSAC.
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            - Current WSU template offers issues.
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                - In the next 30 days, they will be working on this issue. New framework for WSU's web presence will be undergoing work over the next 6 months, then a beta period.
                - In 120 days, the university will develop guides for use of the brand color palettes. The current list has

- colors that do not work with other colors (color contrast issues).
  - ITSAC can really start helping with this process once color palettes are approved (hopefully by February 1st).
  - We then have 180 days to assign and log all third party websites and applications doing business for WSU. This is a big piece!
    - Wendy noted that technology needs to be inventoried, tracked, and checked for accessibility.
    - Stephen is focused on web access, and his team has 6 months to identify the list of websites.
    - If a website is created within a WSU site or is WSU funded, they must be updated to reflect changes.
    - For more information see: https://web.wsu.edu/accessibility

- o A template will be created and sent out--information within template to be returned to Stephen. (**ACTION**)
- o Sasi updated that this is also an opportunity to retire old pages and web content.
- o Bill asked about reassessing the usage of domain names. Stephen and Sasi agreed this is a great time to perform clean up.
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  - From Feb 1, we have 24 months for all non-legacy (anything created or updated after January 2014) websites to be combined. Beginning now, all new content and majorly modified content must be compliant.
  - Web Communications is going to continue to hold workshops and open labs. Commitment to branch campuses made to host open labs and web accessibility training by sending a team to their locations 1-2 times per year.
- o John Schneider inquired about PDFs. Stephen said there are options for people to have their PDFs accessible that they can pay for, otherwise if they aren't accessible, you must provide it on the website in an accessible content.
- o Michael Stamper updated the group that they in Vancouver hired new interns and they will be checking myWSU and Blackboard with screen readers.
  - Michael will share results with University Communications and with Wendy Steele.
    - Sasi suggested that the other campuses should follow Vancouver's lead. We still need boots on the ground and find out the needs of the campus. We need similar commitments from other campuses. If you are producing content, look at what Michael is doing and replicate something similar.

- Michael offered for anyone to reach out and he will give you a hand.
  - o Stephen suggested that anyone publishing content to the website should receive yearly training.
    - Sasi noted that we are looking into putting more trainings on Skillport and we are working with HRS to accomplish this.
      - Discussion regarding training and website ensued.

Subcommittees (membership, other business)

- Sasi would like subcommittee chairs to convene their groups and vote on new chairs (only if current chairs wish to step down).
- Sasi would like current chairs to give membership updates ensure subcommittee members are able to voice their concerns. We need to make sure subgroups have a chance to report out to the larger ITSAC groups.
- Jordyn Creighton (Tri-Cities) is the new Chair of the Student Subcommittee.
- **ACTION:** Current committee chairs to hold one more meeting and sort out membership.

Shared Services (VM, WAN, Enterprise Endpoint Management Services)
Tony Opheim, Sasi Pillay

- Sasi talked about shared vision, management, and use of WSU services.
  - o Tony discussed VM.
  - o Tony announced that WSU Pullman will become an active participant on the K-20 backbone. The redundant connections to Portland and Spokane will be upgrade from 10Gbps to 40Gbps and WSU Pullman will received an additional 10Gbps of internet capacity in additional to our current 10Gbps allocation.
    - We are going to get this second pipe for as little as 0.40 cents on the dollar.
    - Terry Boston suggested the group revisit the discussion of having the infrastructure to deliver to handle the volume.
    - Sasi noted that with this the disadvantage of being in a rural community disappears (geographical disadvantage).
    - Tony said this should all happen in February. The K-20 portion will probably happen over the summer.
- Tony said endpoint management is a struggle with resources, etc.
  - o Greg Neunherz noted that this is one of the hardest things to do. Sasi said we need to simplify our infrastructure.
  - o Tony said he needs help defining the basics.
    - Wade Lafferty noted that the faculty side is completely different from admin or student side. Tony reminded the group that he is staying away from research, instruction, and academics.
    - Bill Bonner suggested that everyone go to his or her respective area and inventory services you are running that are necessary for admin/desktop.
- **ACTIONS**: Tony will convene the subcommittee and VM is on the top of this group's list. All parties are invited to this meeting.

Lauren to send out Enterprise Endpoint Management white paper to ITSAC members. (To be included in the email with these minutes)

How can ITSAC support the needs/priorities of WSU?
(Open discussion)
Due to time constraints, this issue was not discussed at any length or detail. This issue will be added to the agenda for the next meeting.